



June 27, 2018

City Cable Coordinator  
City Hall - MIS Department  
City of Lowell  
375 Merrimack Street  
Lowell, MA 01852

***Re: Important Information on Video Services***

Dear City Cable Coordinator:

At Comcast we continue to innovate and deliver more value, flexibility and choice to our customers. On June 28, 2018, we will introduce the following new Choice TV package options, giving customers even more choice for a personalized experience.

**Choice TV** at \$30.00 per month will include Limited Basic, Streampix, and HD programming. A TV Box, CableCard or compatible customer owned equipment will be required for customers to receive Choice TV services. Up to 10 hours of cloud DVR Service is included for those customers who have our X1 equipment or compatible customer owned equipment and Xfinity Internet service.

**Choice TV Double Play** at \$89.99 per month will include Choice TV and Performance Plus Internet. Compatible equipment will be required.

**Genre Packs** will be available to enhance the Choice TV service offering, providing a more personalized experience. Customers are able to add up to two packs to Choice TV.

- **Kids & Family** at \$10.00 per month includes kid and family-friendly channels including Cartoon Network, Disney Channel, Nickelodeon and Universal Kids.
- **Entertainment** at \$15.00 per month includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1.
- **Sports & News** at \$28.25 per month includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, NBC Sports and NFL Network. Cannot be combined with Choice TV Double Play; Choice TV Double Play customers who want the Sports & News genre pack would receive more channels at a cheaper price with Comcast's Standard Double Play package.

Customers will be able to take advantage of these new packages starting June 28, 2018. In addition, as we introduce these new service offerings, the following services and packages will no longer be available for new subscriptions: Economy Double Play, Digital Preferred package, Digital Premier package, Basic Latino TV, Economy TV Latino, Starter TV Latino, Digital Economy and Family Tier.

We're happy to be able to provide more value, flexibility and choice through our new Choice TV offerings.

Additionally, we wanted to share with you a correction to our April 16, 2018 letter regarding the launch of Super Double Play. Inadvertently we stated that DVR Service is included with the Supper Double Play. DVR Service is not included with the Super Double Play. We apologize for this error and any confusion it may cause.

Should you have any questions, please do not hesitate to contact me at 508-647-1418.

Sincerely,

*Greg Franks*

Greg Franks, Sr. Manager  
Government Affairs